

Date: 5/1/08

**PURCHASING DEPARTMENT
101 EAST 11TH STREET
CITY HALL ANNEX
SUITE G13
CHATTANOOGA, TENNESSEE
37402**

REQUEST FOR PROPOSAL (RFP)

Proposal will be received at this office
101 East 11th Street, Suite G13, Chattanooga, TN 37402 until
6/3/08

**Requisition No.: R0108678
Ordering Dept.: Parks and Recreation
Buyer: Natalie Dickey
Phone No.: (423) 643-6383**

Items Being Purchased: Recreation Management Solution

Request for Proposal for The City of Chattanooga, Tennessee

*****REQUEST FOR PROPOSALS MUST BE RECEIVED***
4:00 PM, EST on June 3, 2008**

**The City of Chattanooga reserves the right to reject any
and/or all proposals, waive any informalities in the proposals
received, and to accept any proposal which in its opinion may
be for the best interest of the City.**

**The City of Chattanooga will be non-discriminatory in the
purchase of all goods and services on the basis of race, color
or national origin.**

**City of Chattanooga (COC) Terms and Conditions posted on Website are Applicable
http://www.chattanooga.gov/finance66_standardtermsandconditions.htm**

Note:

ALL PROPOSALS MUST BE SIGNED

All proposals received are subject to the terms and conditions contained herein and as listed in the above referenced website. The undersigned Offeror acknowledges having received, reviewed, and agrees to be bound to these terms and conditions, unless specific written exceptions are otherwise stated.

PLEASE PROVIDE US WITH THE FOLLOWING

Company Name: _____
Phone/Toll Free No.: _____
Fax No.: _____
E-Mail Address: _____
Contact Person: _____
Employer's ID No.: _____

Request for Proposal

For a

Recreation Management Solution

For the

City Of Chattanooga

May 1, 2008

City Of Chattanooga

Recreation Management Solution RFP

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SECTION I - GENERAL INFORMATION

Purpose of RFP

This request solicits proposals to furnish the City of Chattanooga with a software solution for managing the City's recreation centers and the various sponsored events and programs. Specifications describing the requirements of this solution package can be found in Section VI of this document. Technical descriptions of the operating system, computer platform, database, and network protocol requirements of this application are included in Section VI of this document. It is the City's intent to select the most suitable solution based on responses to this RFP.

Background Information

The City of Chattanooga has a population of 155,554 as of the 2000 Census. The surrounding Hamilton County/Metropolitan Area population is 307,896.

Chattanooga's Parks and Recreation Department manages most of the parks located within the metropolitan area as well as 16 recreational facilities, 2 golf courses, indoor/outdoor aquatic centers, and a fitness center. These facilities are generally open to the public from 9:00 am until 9:00 pm every day and are utilized by local citizens as well as tourist.

Scope of the Proposed Project

This RFP requests a software solution to meet the following:

- Measure the participation at individual Facilities and/or programs
- Identify participants at each Recreation Facility and program for future outreach efforts
- Track attendance and attendees for security purposes
- Facilitate registrations for classes and programs
- Schedule use of facilities such as rentals, leagues, and tournaments

The vendor may propose any combination of technologies: key codes, swipe cards, sign-in screens, etc. Any specialized devices required must be described in the RFP response, with their costs itemized. This RFP does not include the server/desktop hardware or operating system software as that will be purchased separately under existing city contracts.

SECTION II – ADMINISTRATIVE AND CONTRACTUAL INFORMATION

Inquiries

Questions concerning this RFP may be sent by fax or e-mail to the attention of: No later than the Close of Business on May 26, 2008.

Natalie Dickey
Buyer
City of Chattanooga
101 East 11th Street
City Hall Room G13
Chattanooga, TN 37402

FAX: (423) 757-7201
E-mail: dickey_n@mail.chattannoga.gov
Phone: (423) 643-6383

The questions and answers will then be forwarded to all interested parties.

Exceptions to RFP Specifications

This RFP is intended to describe the City's minimum requirements and response format in sufficient detail to secure comparable proposals. However, vendors are not precluded from submitting proposals that differ from the described specifications. Any exceptions to specifications should be clearly noted and will be considered as they apply to the overall interest of the City.

Implied Requirements

All products and services not specifically mentioned in this RFP, but which are necessary to provide the functional capabilities described by the vendor, must be included in the proposal.

Vendor-Supplied Materials

Any material submitted by a vendor shall become the property of the City unless otherwise requested at the time of submission. Any material considered confidential in nature must be so marked.

Issuing Office

This RFP shall be governed by the laws of the State of Tennessee, and is issued for the City by the Purchasing Division of the Finance Department.

Rejection of Proposals

The City reserves the right to reject any and all proposals resulting from this RFP.

Incurring Costs

The City is not liable for any cost incurred by vendors prior to the issuance of a purchase agreement for the proposed Recreation Management solution and will not pay for information solicited or obtained.

Vendor's Proposals

Vendors must submit a response to this RFP in writing. A complete response must be submitted in electronic format on CD, as well. The vendor proposal must follow the format provided in Section IV of this document. The City reserves the right to reject any proposals that do not follow the format outlined in this RFP. Each proposal must be submitted with an original, six (6) written copies and one (1) CD to the issuing office.

Economy of Preparation

Proposals must be prepared simply and economically. They should provide a straightforward and concise description of the capabilities of the software proposed. Colorful bindings, displays, promotional materials, etc. are not desired. Emphasis should be placed on clarity and content.

Conditions of Agreement

The City desires to contract with a single vendor for all software, implementation support, software maintenance, installation, conversion, and on-going support. Proposals submitted must be binding for not less than one hundred (120) days after the date received. The City will select the proposal, or combination of proposals, that in its opinion, is in the best interest of the City. The City reserves the right to reject any and all proposals or portions of a proposal. The City also reserves the right to

waive minor technicalities in the proposal. The City not only reserves the right at the sole discretion of the City to reject any and all proposals and to waive technicalities, but also reserves the right of evaluation and the right to determine the methodology for evaluation of the proposals to determine which is the best proposal and to accept the proposal (or proposals) deemed to be in the best interest of the City, i.e., the most qualified proposal will not necessarily be the proposal with the lowest cost. Further, the City reserves the right to accept a proposal (or proposals) for any or all items separately or together.

The final award of the proposal and contract will be made by the Chattanooga City Council.

The successful vendor will be expected to enter into contract negotiations with the City that will result in a formal purchase agreement between the parties.

SECTION III – RFP LIFE CYCLE

Response Date

June 3, 2008 4:00 PM EST

Sealed proposals to be considered must arrive at the issuing office on or before the date and time specified on the cover letter of this RFP.

Proposals not received by the City by proposal closing time, will be returned, after receipt, unopened to the vendor.

All proposals should be sent to:

Natalie Dickey
Buyer
City of Chattanooga
101 East 11th Street
City Hall – Room G13
Chattanooga, TN 37402

Fax: 423-757-7201

E-mail: dickey_n@mail.chattanooga.gov

Phone: 423-643-6383

Initial Screening

The initial screening of submitted proposals will occur as soon as practical following the opening. The initial screening process will involve evaluating all proposals for completeness, conformity, clarity, and compliance to all the RFP requirements. Proposals not meeting minimum requirements will be rejected and dropped from further consideration.

Oral Presentation

Vendors submitting a proposal that passes initial screening may be invited to make an oral presentation of their proposal to the City. Invitations will be given solely at the initiative of the City for any purpose the City deems necessary. Such presentations provide an opportunity for the vendor to clarify their proposal and ensure that a thorough, mutual understanding exists. Oral presentations are not mandatory, but may be requested by the City as an option. These conferences may be also conducted by telephone or teleconference.

Product Demonstration

Vendors may be requested by the City to demonstrate the software they are proposing. Demonstrations will be conducted in the most economical manner possible.

The demonstration must accurately illustrate the product(s) proposed in the RFP response. If any optional modules or other features not included in the Proposal Cost Summary (Appendix A of this document) are demonstrated, they must be clearly described as being additional cost items.

Final Evaluation

After all requested oral presentations and product demonstrations have been completed, the final evaluation begins. The final evaluation will be completed as soon as practical depending upon the availability and time constraints placed upon the members of the evaluation team.

Proposal Acceptance

After the final evaluation, the chosen vendor will be notified and contract discussion and negotiation between the City and the selected vendor will begin. The content of this RFP and the successful vendor's proposal will become an integral part of the contract, but may be modified by the negotiations. Vendors are requested to submit current contract forms with their proposal for review by the City.

The final award of the proposal or contract will be made by the Chattanooga City Council.

SECTION IV – RFP Response Requirements

Vendor Information

Prospective vendors must provide a brief description of their organization to include:

- Size of the organization
- Number of clients currently using the proposed software and any specialized hardware devices
- Number of years in business providing similar applications
- Number of support personnel in the organization
- Frequency of software updates
- A client contact list containing at least six (6) current users of the proposed package. Municipal clients of the same size as the City and with similar configurations would be preferable.

Cost Detail and Summary

The vendor must itemize all charges for software installation, specialized hardware, project management, on-site training, conversion, software customization, maintenance and support, licenses, application programs, implementation, and any other cost associated with the acquisition of the system. These detail costs can be submitted on the vendor's form but must be summarized on the Proposal Cost Summary Form in Appendix A of this RFP.

When itemizing License Costs, the proposal should describe how licensing is priced: per module, per concurrent user, per named user, site license, etc. Prices should be listed "a la carte"; the City will choose the combination that is best suited for the number of users anticipated. The vendor should estimate for the Cost Summary Form using an anticipated work load of 15 concurrent users among 40 potential users.

Vendor documents

The vendor must provide the following documents with their RFP Response:

- Sample purchase contract
- Sample maintenance agreement
- Warranty terms
- License fee
- Crystal reporting record descriptions
- Database schematic diagram.
- Descriptions and prices of other modules available, in addition to those modules discussed in this RFP.
- Software Demo

Training

Proposals must include all on-site training of end user and support personnel required for the implementation and use of the application and any proposed new systems software. This requirement includes:

- The system training must include but not be limited to all Application Software, 3rd Party Software and hardware provided by the vendor.
- Vendor is responsible for Training the Trainers as specified by the City.
- The vendor shall provide training to assist the Help Desk Personnel in isolating and resolving basic problems with the application and provide front line support for the application.
- The vendor shall provide training for City Support Staff to assist with the task of administering and managing the system. It is intended for the City support staff to provide a liaison relationship between the vendors technical support staff and City management

Documentation

The proposed deliverables must include the following documentation:

- The vendor must provide written documentation on each software module, field-entry device, all administrative and operational components of the system.
- The documentation must be made available in both written and electronic formats.
- The online documentation must make extensive use of search and indexing functionality.

Test System

Proposals must include the installation of a separate but identical test system (including separate hardware and separate copy of all software) to be used for training and program testing only.

Project Manager

The proposal must include a Project Manager who will be the point of contact for the City for the duration of the implementation the software system and for the initial “go live” event. This Project Manager must be accessible at all times during the implementation and available on site as much as necessary in order to complete the implementation successfully, on time and on budget. The Project Manager must be knowledgeable and experienced in functionality of the software system. The vendor must provide documentation describing the Project Manager’s qualifications and prior experience.

Functional and Technical Detail Responses

The proposal must include detailed responses to each item and question listed in Section VI of this document. All replies should be sufficient to allow evaluation of exactly how the proposed software system accomplishes its functionality.

SECTION V – Contract Requirements

Statement of Work

The contract will not be finalized until a complete Statement of Work (SOW) has been agreed upon by all parties. The SOW must describe in detail all product and services to be provided by the vendor.

Contract Pricing

Both the Proposal Cost Summary in Appendix A of this document, and the final negotiated Contract Amount, must include **ALL** costs associated with implementing the proposed solution. Any flexible costs, such as time-and-materials billing, must be shown at a level that ensures that the entire project can be completed satisfactorily without additional charges to the City. The Proposal Cost Summary must indicate the total amount for all products, modules, and services being proposed; the negotiated Contract Amount must do the same for all products, modules, and services described in the Statement of Work.

Project Implementation Plan

As a part of their contractual responsibilities, the vendor must provide a project implementation plan describing both customer and vendor responsibilities. This plan must be in sufficient detail to illustrate to the City the vendor's complete understanding of the project's time frame, scope and complexity. Each project phase must be clearly defined including time lines, staff resource allocation required by both parties to complete the work in the project time frame, training, implementation, post-implementation support and final acceptance. The project plan must describe all tasks associated with the implementation of the system. The vendor must provide project management costs, including expenses that will be incurred by the City in the execution of the project implementation plan. The Project Manager must be on site to provide needed assistance at the time the system goes live and at final installation and implementation.

Project Implementation Timetable

The project timetable must include the requirement that the City be using the application in production by **120 days after purchase**. Should the vendor fail to meet contractual deadlines for any non-City related reason, the initial license fee will be reduced by 10 percent for each 30 days overrun (between projected and actual go-live dates).

The City shall have the right to return the software system to the vendor at no cost to the City at any time during the software installation and for a period of not less than 120 days of production use after final installation and implementation if the City determines the system to be undesirable.

Acceptance Test Plan

As a part of their contractual responsibilities, the vendor must provide a System Acceptance Test Plan to demonstrate all functionality proposed in the contract during the development of the implementation plan.

The vendor must provide a Methodology for Corrections and Compliance of problems identified during the acceptance test. The City shall have the right to approve the acceptance test plan and related methodologies prior to implementation.

The City shall operate the system for a minimum of 30 days of error free operation following live cut over and prior to the Final Acceptance of the system by the City.

SECTION VI – REQUIREMENTS FOR THE PROPOSED SYSTEM

Introduction

The purpose of this section is to describe the required and desired features of a Recreation Management Solution for the City. The vendor may propose additional features and options to be considered. The order in which the following items appear in no way represents their priority or importance to this RFP. The City requests that prospective vendors use these specifications to develop proposals within the guidelines set forth in Section II.

Functional Requirements

The requirements listed below represent the data and processes desired by the City. They are intended to overview the required functions of the software system, and should not be considered complete in the amount of detail required for program specifications. They may be used to guide a more detailed design process if necessary.

All the proposed software configurations should reference the current production version of the package as of the vendor response date.

General software characteristics

Describe in detail how the proposed software system provides for the following:

- Ease of use (Data entry must be quick, simple, and user-friendly – i.e. making extensive use of drop-down lists)

- Ad-hoc Reporting by end users

- Ad-hoc Reporting by IT staff

-
-
- Ad-hoc database updates by IT staff, outside of the normal application screens

-
-
- Automated “Batch” processing of repetitive functions and reports submitted via a scheduling product (The City uses ActiveBatch by Advanced Systems Concepts.), running un-attended outside of normal business hours

-
-
- Ability to add in-house written reports to application menus

-
-
- Internet access via a standard Web browser (Give details on security setup, and on the amount of information and functionality available online)

-
-
- Use of a “Geofile” of valid addresses, or at least street names, to aid with accurate data entry (Note: Geofile data in ESRI ArcView format is available from the Hamilton County GIS Office.)

Describe any other general characteristics or functionality of the software that you consider worthy of note.

Statistical Analysis

Describe in detail how the proposed software system would facilitate the following requirements:

- Track the number of users at each facility during a given date/time frame

- Track the number of users at a specific program within a facility

- Track the number of users of a given program type (such as “Art Classes”) across multiple facilities

- Show trends such as average high use vs. light use over time, of a facility and/or a program

Describe the standard reports supplied with the proposed software system.

Describe any other statistical-analysis or reporting functionality that you consider worthy of note.

Participant Identification

Describe how the proposed system provides for the following requirements:

- Retain Contact information per individual

- Alert information (allergies, dangerous behavior, “Call Home Immediately”) per individual

- Participation history per individual

- Consolidated information per family

Describe how the proposed system identifies a member.

Are individual identification cards used? If so,

- How are they printed?

- How are they encoded (bar code, magnetic stripe, etc)?

- Do they include photographs? If so, how are those photographs taken, stored, and transferred to the card?

- If not, how are members identified?

- What is the process for enrolling a new member?

Describe any other participant-identification functionality that you consider worthy of note.

Check-in/Check-out Process

- What is the process for checking in upon entrance to the facility?

- Is there a subsequent process for checking into specific programs or rooms (gym, basketball court) within the facility? If so, describe that process.

- Is there a separate process for checking out when leaving the facility? If so, describe that process.

- Is checkout optional during configuration, at the administrator's discretion? If so, describe the configuration process.

- Is there a procedure for comparing those checking in to those checking out, and reconciling differences? If so, describe that procedure.

- Describe how the proposed system deals with use of facilities located outside the building, such as playgrounds.

- Describe how the proposed system deals with use by non-members:

- Are there one-time-use "day passes" or equivalent?
 - If so, describe the procedure for issuing and using them:

- If not, describe how the proposed system resolves this issue:

Describe any other features of the checkin/checkout process that you consider worthy of note.

Security

Describe how the proposed system is able to tell:

- If a particular person is in the building

- In which program or room within the building

- A list of all persons in the building (such as for evacuation purposes)

- Alerts when a highlighted person enters the building

Describe any other security features that you consider worthy of note.

Program Registration

- Describe how the proposed system processes registrations for specific classes or programs.

- Describe how the proposed registration system allows for pre-set demographic standards per program, such as minimum/maximum class size or enforcing a set percentage of City residents vs. non-residents.

- Does the proposed registration system require the registrant to first be a member known to the system?

Describe any other program-registration features that you consider worthy of note.

Facility Scheduling

- Describe how the proposed system schedules the use of facilities or rooms within them.

- Does the proposed scheduler allow for automatically recurring events? If so, describe that procedure.

- Does the proposed scheduler assist with logistical issues, such as comparing room size to number of participants expected? If so, describe that process.

- Does the proposed scheduler assist with logical issues, such as comparing room type to intended use (no basketball in the computer lab!)? If so, describe that process.

- Does the proposed scheduler allow for a public calendar of events to be easily published? If so, describe the publishing process.

- Can the calendar of events be published easily to the City's web site? If so, describe that process.

Describe any other facility-scheduling features that you consider worthy of note.

League and Tournament Scheduling

- Describe how the proposed system organizes the scheduling and rotation of teams during league play.

- Describe how the proposed system organizes the scheduling and progression of teams or individuals throughout a tournament?

Describe any other league and tournament features that you consider worthy of note.

Technical Requirements

These are absolute requirements, and are not negotiable. The Technical Questions area below gives the more flexible requirements and an opportunity for more detailed explanations.

- The proposed software must run efficiently on a TCP/IP, 100mb Local Area Network (LAN) and either a point-to-point T1 or VPN Connection comprising the wide area network (WAN) composed of generic personal computers (PC's) and network server(s).
 - **SPECIAL NOTE:** The Recreation Centers are exceptions to the City's standard WAN connection. They are not constantly connected to the network. Rather, they connect on demand via cable modem and VPN connection to City Hall. **The RFP response must specify how the proposed software application will deal with this network-access configuration.**
- The network server will be operating in the Windows 2003 Server environment.
- Client PC's attached to the network will be running the Windows 2000/XP Professional operating system.
- The software must operate using TCP/IP network protocol.
- All associated hardware must be available from local vendors and require no specialized configuration or additions to run the proposed application.
- The proposed software configuration must include the license costs to support the number of vendor-recommended servers and fifteen (15) concurrent or forty (40) named users, located at up to 17 physical locations around the City.
 - If the vendor, based on their knowledge of their product, feels this is not the optimum network configuration for their proposal, they should make a recommendation reflecting what they think the optimum configuration must be. The vendor's proposal must include licensing cost consistent with their network configuration recommendation.
- Workstation and network hardware, printers, operating systems, database, cabling, and communications will be purchased independent of this RFP, and will be installed and functional at the time the proposed application is delivered.
- The database management system is required to be a current, MS/Oracle supported DBMS.
- All the proposed software configurations must reference the current production version of the package as of the vendor response date. Software configuration supplied at implementation must be the current production version provided at the bid cost.
- Connection to database using older releases of vendor client software should be prevented. Proposed client software must provide a user-friendly message and a clean exit when this occurs.

- All processes such as database jobs, batch jobs, services and interfaces must create concise, comprehensible log files. The log files should document any errors encountered as well as major points reached in the process.
- All process failures or cancellations must generate automatic error notifications. Automatic process recovery and restart must be provided when possible.
- Vendor supplied documentation should include the following:
 - Detailed instructions for end users and systems administrators
 - On-line help for common user functions
 - Detailed explanation of and locations of all log files
 - Database table descriptions including table name, field names, indexes, and keys
 - Database schematic
- The complete source code for the system is to be placed in escrow to be accessed only in event of vendor demise.
- The City's standard policy for remote connection to our network for vendor support/installation/setup/etc. from your remote facilities is as follows. We strongly encourage vendors to adhere to this policy. Variations from this policy must be warranted. If you will not or cannot adhere to this policy, explain the method used by your company to support your software and your reasons for not following the City's established policy.
 - Vendor will connect to the City's internal network via software client VPN provided by the City.
 - Once connected to the network, access to the servers and client PCs will be via Remote Desktop, DameWare, or City approved remote management software.
 - Vendor must ensure that any PC used to connect to the City's network in the support process be protected by up-to-date virus protection software.
- Server-side processes must run as services, allowing them to be auto-started at boot time. Server-side processes must not require the server to be logged onto in order to be started and function.
- The application should run under Microsoft Terminal Services.
- The application must work with NAT / PAT network translations.

Technical Questions

Please respond to the following questions:

Operating System, Network, and Hardware

Is the software a true client/server application? _____

If not, describe the relationship of client and server and enclose technical specifications for same relationship in this proposal.

What operating systems does this software support on the clients and the server(s)?

Is the software true 32bit software (not DOS or DOS with GUI interface)? ____
If not, describe.

Does the software run on generic, non-proprietary PC's and network servers requiring no special modification or addition?

Does the software support non-proprietary point of sale hardware such as bar code readers and printers using industry standard protocol? _____

What are your recommended PC specifications for each client station?

What are the minimum network requirements for the proposed system?

What are your recommended application/database/web/etc server specifications?

What is the minimum recommended server disk storage for software and database?

Please indicate the amount of bandwidth required per LAN/WAN to run proposed software. This will be used to determine network link provisioning.

Please specify maximum latency thresholds for acceptable application performance.

Describe how the software will interface with <http://www.chattanooga.gov> from a network standpoint concentrating on security and bandwidth requirements.

Log Files and Error Handling

Describe how the system generates log files for all database jobs.

Describe how the system generates log files for all batch processes.

Describe how the system generates log files for all interfaces and services.

Describe how the system sends error notification for process cancellations or failures.

Describe how the system provides automatic process restarts following failures or cancellations.

Database and Security

What database engine does the system use?

Is field level security available? _____

Is record level security available? _____

Is transaction level security available? _____

Describe the database level security available:

Software Languages

In what language is the proposed software written?

Is a report writer delivered with the proposed system?

If yes, please describe.

Cash Register processing

Does the proposed system support a PC to serve as a cash register? _____

Does the proposed system support the City's standard receipt printer described below? _____

- Epson TM-95011 Receipt Validation Printer (Parallel)
- Wide slip paper capability (maximum characters per line: 88 with 7x9 font)
- Interface connector within the printer's external dimensions.
- High throughput using bidirectional, minimum distance printing.
- Precision paper feeding at 1/144 inch.
- Selectable receive buffer size (32 bytes or 2K bytes).
- Slip ejection sensor.
- Command protocol based on the ESC/POS standard.
- ASB (Automatic Status Back) function that automatically transmits changes in printer status.
- EPSON intelligent module connection.
- EPSON customer display series connection.
- Optional Magnetic Ink Character Recognition (MICR) reader that enables the printer to read and process MICR characters in addition to printing endorsements.

If not, describe the receipt printer(s) supported, and recommend the preferred one.

Does the proposed system support the City's standard cash drawer described below? _____

- Media Plus Automated Cash Drawer
- Construction: Drawer: 16 and 20 gauge steel chassis and housing. High strength durable ABS plastic inner drawer and face plate
- Platform: Rugged polyurethane
- Enclosure: 20 gauge reinforced steel
- Sizes: 17"W x 5" H, choice of 16", 18" or 20" Depths.
- Optional Enclosure: 20.5"W 22"D x 5.1
- Drawer Front: Durable, high strength, high security ABS plastic with 3 large media slots, recessed lock and textured finish
- Media Storage: 3 large media slots funnel credit/debit receipts, checks, coupons and other media into 3 deep, separated, adjustable compartments
- Cash Tray: ABS plastic tray features 5 fixed currency and 5 fixed coin compartments with nickel plated steel bill weights.
- Catch/Release Mechanism: Positive catch system with fail proof "Open/Close" detect switch
- Slides: Ball bearing, full extension, zinc plated slides
- Lock Feature: 4 position, 4 function lock with 2 keys. Can be keyed alike or randomly
- Cables: Modular cables sold separately
- Universal Interface: Interfaces with all popular manufacturers' printers (standard 12V and 24V solenoids)

If not, describe the cash drawer(s) supported, and recommend the preferred one.

Performance Requirements

An acceptance test will be developed by the City with support from the selected vendor to determine that the delivered system performs adequately and meets City expectations established during selection. Results will be used to determine if the vendor has satisfactorily met their contractual obligations for delivery of an operational system. Following are some general guidelines for acceptance.

Does the system have any non-interactive job or process that requires more than one (1) hour to complete? _____

If so, please describe.

Does the system have any interactive transaction or process to be performed more than ten (10) times in a regular workday that requires more than six (6) seconds to complete? _____

If so, please describe.

Does the system have any interactive transaction to be performed less than ten (10) times in a regular work day that requires more than one (1) minute to complete? _____

If so, please describe.

Does the system have any interactive process or transaction that requiring all other system users to exit before initiating? _____

If so, please describe.

Does the system have any non-interactive process or service requiring all system users to exit before initiating? _____

Appendix A Proposal Cost Summary Form

The undersigned, being familiar with the requirements of the City Request for Proposal for a Recreation Management Solution RFP, proposes to furnish products and services to the City in accordance with that request.

The summary below reflects projected City costs for system acquisition and implementation. Supporting detail must be attached describing hourly rates, per form cost, projected expenses, licensing structure for each component, of both server and client software, discounts, and anything else that will lead to a clear understanding of the proposal. Maintenance costs are to be listed separately for each component to which they apply.

ITEM	COST
Software license(s)	_____
Handheld Devices, Printers, and other Peripherals	_____
Project Management	_____
Standard Implementation Support	_____
Training	_____
Travel Expense	_____
Other (describe in detail)	_____
Annual Maintenance and Support	_____
Conversion	_____
Software Customization	_____
Reports	_____
TOTAL	_____

Appendix B Signature

In submitting this proposal, I understand that the City reserves the right to reject any and all proposals.

The undersigned further agrees that this proposal is made in good faith and is not founded on, or in consequence of, any collusion, agreement or understanding between his or herself or any other interested party.

FIRM NAME

OFFICIAL ADDRESS:

(Signature of Principal)

(Title)

(Phone #)

(Date)